National Alliance to End Homelessness

ANNA BLASCO TECHNICAL ASSITANCE SPECIALIST

Agenda

- Welcome and Recap
- Systemic rapid re-housing
- Rapidly re-housing high barrier households
- Rapid re-housing checklist
- Action planning
- Closure

Recap

National Alliance to
END HOMELESSNESS

Activity

Rock: It is difficult for me to imagine how this can be achieved

Light Bulb: An ah-ha moment

Brick Wall: This is an impossible challenge or the biggest obstacle

Heart: This really resonates with me

Waving Hands: A game changer, total paradigm shift

National Alliance to End Homelessness
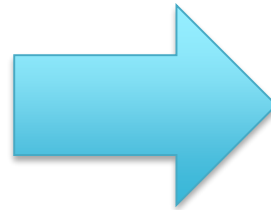
Systemic Rapid Re-Housing

What is a Housing-Focused System?

- Homelessness is rare, brief, and nonrecurring

- Return to permanent housing in 30 days

- Once in housing, community supports and voluntary services provided as needed

- Low barrier: help is not contingent on compliance with services

Collective Impact

- Common agenda
- Shared measurement systems
- Mutually reinforcing activities
- Continues communication
- Backbone support organization

Program or Systemic Intervention?

Rapid Re-Housing Checklist

Systems Coordination

Eligibility

Housing Identification

Rent and Move-in Assistance

Case Management and Services

Data and Performance Measurement

National Alliance to End Homelessness

ENDHOMELESSNESS.ORG

Rapid Re-Housing Checklist

Systems Coordination

❑ Coordinate with the Continuum of Care

❑ Accept referrals from coordinated entry

Rapid Re-Housing Overview

Complete the sentence

- The goal of rapid re-housing is…

- The core components of rapid re-housing are…

- The eligibility requirements for participating in rapid re-housing is…

Goal of Rapid Re-Housing

- Move households quickly to permanent housing
  - Reduce the length of time people experience homeless
  - Exit households to permanent housing
  - Limit returns to homelessness
  - Inclusive programs that house anyone who cannot exit homelessness on their own

Core Components of Rapid Re-Housing

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-Housing Case Management and Services

What does rapid re-housing mean?

- **Rapid**: (Adj.) Moving, acting, or occurring at great speed

- **Re-Housing**: (Verb) Provide (someone) with new housing

- **Rapid Re-Housing**: An intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing

What does housing stability mean?

- Do rapid re-housing clients have to stay in the same unit in which they were placed?

- Should we try to place clients in units they can eventually afford?

- Should clients have enough income when they enter rapid re-housing to sustain housing after assistance ends?

Keep in mind

❑ Are your policies and procedures rapid re-housing focused?

❑ Have they been revised to implement rapid re-housing?

❑ Do they reflect a Housing First philosophy?

❑ Are they clear and objective?

❑ Do they help ensure every household quickly returns to housing?
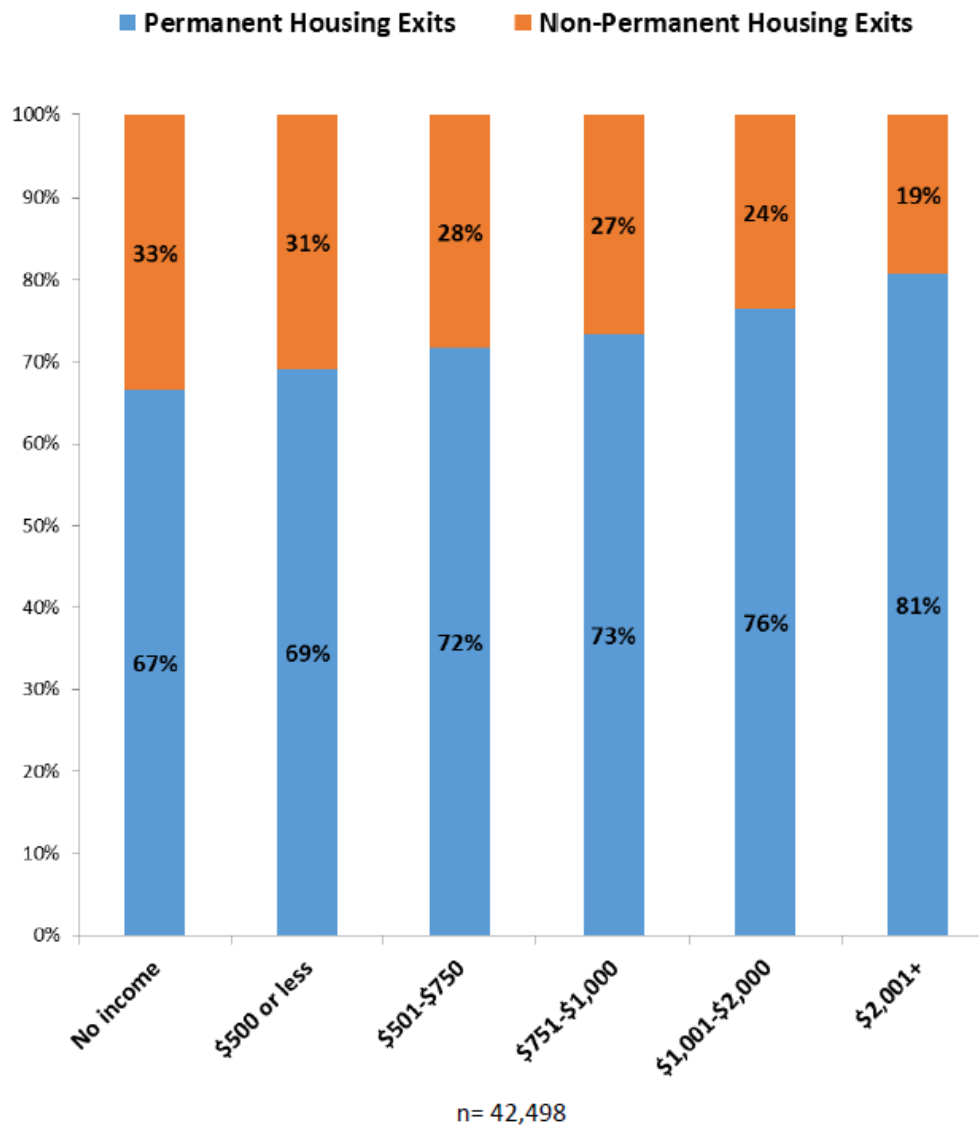
❑ What do you need to add, change, clarify or delete?

Break

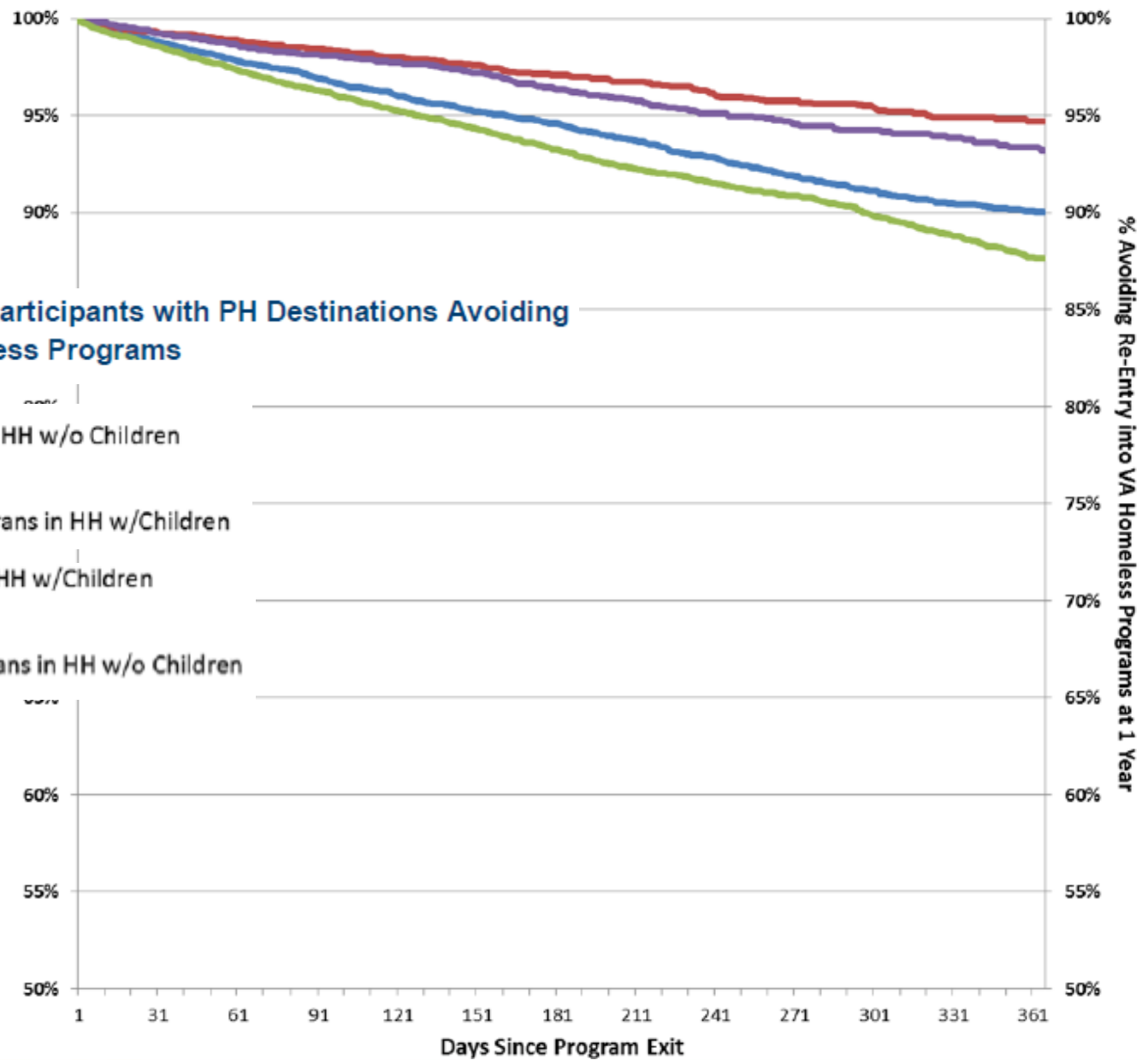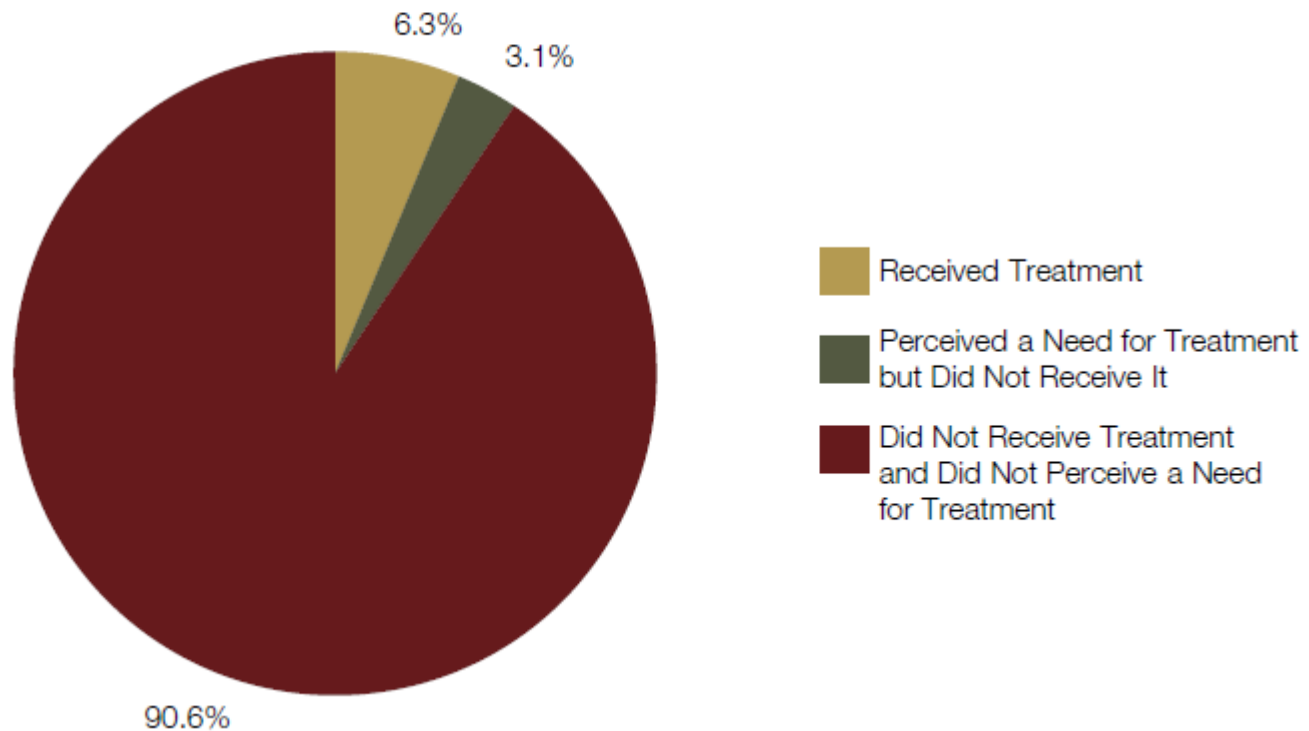National Alliance to
END HOMELESSNESS

Rapidly Re-Housing High Barrier Households

Exhibit 22: PH Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding VASH Exits, FY 2014[35]

n= 42,498

FY 2013 SSVF Veteran Participants with PH Destinations Avoiding Re-Entry into VA Homeless Programs

Legend:
- Prevention: Veterans in HH w/o Children
- Rapid Re-housing: Veterans in HH w/Children
- Prevention: Veterans in HH w/Children
- Rapid Re-housing: Veterans in HH w/o Children

X-axis: Days Since Program Exit (1, 31, 61, 91, 121, 151, 181, 211, 241, 271, 301, 331, 361)

Y-axis (right): % Avoiding Re-Entry into VA Homeless Programs at 1 Year

Past-Year Treatment for Alcohol Use and Perception of Treatment Need Among Individuals Aged 12 or Older With Alcohol Dependence or Abuse (2013)
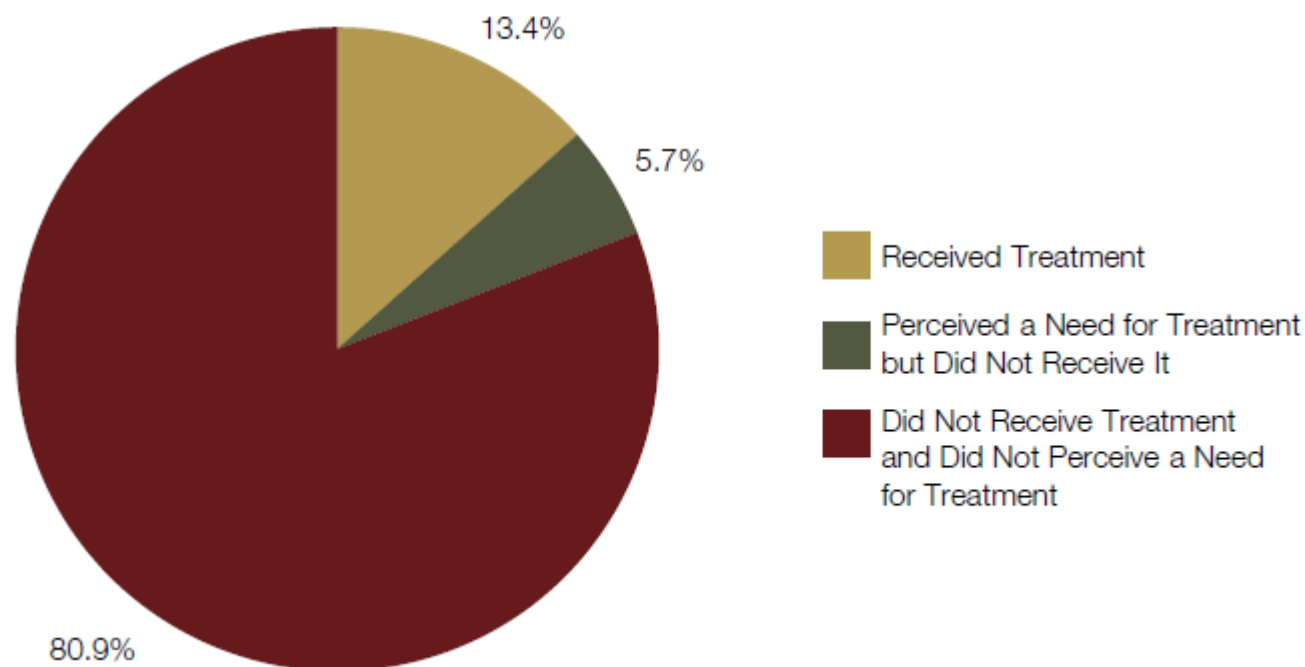
There were no significant differences in the receipt of alcohol treatment by health insurance status, poverty status, or metropolitan versus nonmetropolitan areas.

6.3%

3.1%

Received Treatment

Perceived a Need for Treatment but Did Not Receive It

Did Not Receive Treatment and Did Not Perceive a Need for Treatment

90.6%

Source: SAMHSA

Past-Year Treatment for Illicit Drug Use and Perception of Treatment Need Among Individuals Aged 12 or Older With Illicit Drug Dependence or Abuse (2013)

There were no significant differences in the receipt of treatment for illicit drug use by health insurance status, poverty status, or metropolitan versus nonmetropolitan areas.
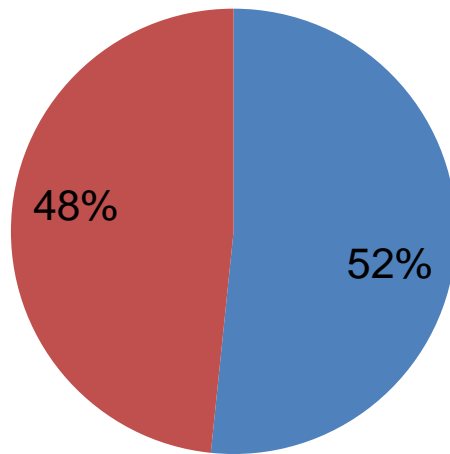
13.4%

5.7%

80.9%

Received Treatment

Perceived a Need for Treatment but Did Not Receive It

Did Not Receive Treatment and Did Not Perceive a Need for Treatment

Source: SAMHSA

Georgia ESG Rapid Re-Housing

In SFY 2015
- 90.18% exited to permanent housing
- 89.6% do not return to homelessness
- Average income at entry $430

48%

52%

■ Rapid re-housing clients who were in families with children

■ Rapid re-housing clients who were in households with only adults

Virginia High Barrier Families Pilot Evaluation

- 11 organizations targeted families with high barriers to housing
- 92% in permanent housing at conclusion of pilot
- Medium income increased after housing placement
- Families housed in 30 - 45 days

Chronic homelessness eligibility

Q: Does someone that is receiving rapid re-housing considered chronically homeless for purposes of remaining eligible for permanent housing placements dedicated to chronically homeless?

A: Yes. Participants maintain their chronically homeless status while they are receiving the rapid re-housing.

National Alliance to
END HOMELESSNESS

ENDHOMELESSNESS.ORG

Strategies for Zero Income

- Employment
- Benefits
- Family/friends support
- Family reunification
- Shared housing

Strategies for Substance Abuse

<u>Does it interfere with housing?</u>

- Harm reduction

- Budgeting

- Weekly rent payments

- Find understanding landlords

- Discuss natural consequences of actions

- Representative payee

Remember

- We can't tell who will and won't be successful
- No assessment for client resiliency
- Not one size fits all intervention

Eligibility for Rapid Re-Housing

Eligibility for Rapid Re-Housing

- Meets HUD definition of homeless
  - Category 1: Literally Homeless
  - Category 4: Feeling domestic violence
- Cannot exit homelessness on their own

Eligibility

- Do your eligibility standards screen people in or screen people out?

- Is eligibility subjective?

- Who decides who receives rapid re-housing?

Rapid Re-Housing Checklist

Eligibility

❑ No criteria designed to predict housing stability

❑ Disabilities assessed only as related to housing stability or disability services

❑ Leases are the same as typical leases any community member may obtain

National Alliance to END HOMELESSNESS

Rapid Re-Housing Core Component Standards

National Alliance to End Homelessness

Rapid Re-Housing (RRH) **ends homelessness** for families and individuals.

RRH HELPS

FIND HOUSING
Help people quickly find housing within one month or less.

PAY FOR HOUSING
Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING
Help access services so people can stay in housing.

The **Core Components** of Rapid Re-Housing help people **find** housing fast, **pay** for housing, and **stay** in housing.

FIND HOUSING

Help people quickly find housing within one month or less.

PAY FOR HOUSING

Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING

Help access services so people can stay in housing.

FIND FAST
HOUSING IDENTIFICATION

Build relationships with landlords to have access to as many housing units as possible.

Find and secure housing as quickly as possible after a person or family becomes homeless.

Limit the time a family or individual spends homeless. Move people into housing within **30 days or less.**

Four Things Landlords Want

1. Good neighbor
2. Long term renter
3. On-time rent
4. Property care

Goals of Housing Identification

- Help find units that are desirable, within the limits of the client's income

- Actively recruit and retain landlords

Rapid Re-Housing Checklist

Housing Identification

❑ Staff person with primary responsibility of recruiting landlords

❑ Screen out bad landlords

❑ Specific landlords recruited

❑ Clients encouraged to locate their own unit

❑ Clients offered choice in units

National Alliance to END HOMELESSNESS

Apartment Comparison Checklist

	Apt. 1	Apt. 2	Apt. 3
Rent amount			
Security deposit			
Utilities included			
Air conditioning			
Windows/light			
Accessible			
Secure entrance			
Laundry facilities			
Proximity to transport			
Proximity to work			
Proximity to grocery store			

Source

Rapid Re-Housing Checklist

Housing Identification

❑ Help clients resolve tenancy issues

❑ Assessments prior to housing are limited

❑ Housing plan within 72 hours of enrollment

National Alliance to End Homelessness

ENDHOMELESSNESS.ORG

Rapid Re-Housing Checklist

Housing Identification

Policies and procedures describe:

❑ Support offered to landlords

❑ Housing location support offered to clients

❑ Landlord and tenant rights, responsibilities and lease requirements

Discussion

- Do our staff have the skills to relate to and understand landlords needs?

- How do we market and recruit landlords?

- What creative ideas can we initiate to leverage more landlords?

- What kind of housing are we looking for?

FIND HOUSING

Help people quickly find housing within one month or less.

PAY FOR HOUSING

Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING

Help access services so people can stay in housing.

HELP PAY
RENT AND MOVE-IN ASSISTANCE

Pay for security deposits, move-in expenses...

... and/or rent and utilities.

Length of assistance varies, but often **4 to 6 months**.

Goals of Financial Assistance

- Provide assistance necessary to help households move immediately out of homelessness into permeant housing
- Provide only the minimum amount necessary to help clients stabilize

Rapid Re-Housing Checklist

Rent and Move-in Assistance

❑ Provide financial assistance for housing costs

❑ Issue checks quickly and on time

❑ Pay housing or utility debts in limited cases

❑ Help clients obtain furnishings

❑ Financial assistance is not a standard package, but flexible

National Alliance to END HOMELESSNESS

ENDHOMELESSNESS.ORG

Rapid Re-Housing Checklist

Rent and Move-in Assistance

❑ End of financial assistance is coordinated with case management

❑ Assistance is not a reward for compliance, but based objectively on need

❑ Policies and procedures for determining how much clients contribute to rent

National Alliance to End Homelessness

ENDHOMELESSNESS.ORG

Discussion

- Who decides if financial assistance can be extended?

- How might your current policies affect the long-term success of clients?

- How can you be more effective with the resources you have?

- What additional resources can you leverage?

Rapid Re-Housing Case Management

FIND HOUSING

Help people quickly find housing within one month or less.

PAY FOR HOUSING

Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING

Help access services so people can stay in housing.

HELP STAY
RAPID RE-HOUSING CASE MANAGEMENT AND SERVICES

Connect families and individuals to services and supports in the community.

Help resolve issues that may threaten housing stability, including conflicts with landlords.

CHILD CARE

EMPLOYMENT

INCOME SUPPORTS/ BENEFITS

HEALTH CARE

EDUCATION

" I tell my staff, 'if you're not talking about housing, you're having the wrong conversation.'

Deronda Metz, Salvation Army, Charlotte, NC

Complete the sentence

- To improve rapid re-housing case management we need to…

- The biggest challenge in providing rapid re-housing case management is…

Goals of Rapid Re-Housing Case Management and Services

- Actively engage participants in voluntary case management

- Flexible in intensity and responds to clients needs and wishes

- Strengths-based, allows clients to build and test problem solving skills

- Case plans are focused on barriers to housing retention and securing support outside of the program

Rapid Re-Housing Case Management and Services

- Client-driven
- Home-based
- Housing retention focused
- Collaborative

Rapid Re-Housing Checklist

Case Management and Services

Client-Driven

❑ Clients direct when, where, and how often meetings occur

❑ Voluntary, but active

❑ Strengths-based

Rapid Re-Housing Checklist

Home-Based

❑ Meetings occur in the home or a location of the client's choosing

❑ Case managers respect a participant's space as their own

❑ Policies and procedures include clear safety procedures for home visits

Example Safety Procedures

Client Safety

- Survivor knows best
- Safety plan is individualized
- Have a back up plan
- Incorporate children
- Restraining orders may not always be part of a safety plan

Source

Advocate Safety

- Determine appropriateness of home visit, every time you visit
- Leave info about where you are going and how long you will be there
- Keep your cell phone charges, on, and with you
- Leave items you won't need in the car

Source

Rapid Re-Housing Checklist

Case Management and Services

Housing Retention Focused

❑ Case plan goals focused on compliance with lease

❑ Focus on short-term goals

❑ Case manager updates plan regularly

❑ Intensity increases if needed

❑ Encourage client to test and learn problem solving skills with landlord

❑ Case plan goals are SMART: Specific, Measurable, Achievable, Relevant, and Time-limited

Rapid Re-Housing Checklist

Case Management and Services

Collaborative

❑ Help client identify community and interpersonal connections that can provide support

❑ Maintain list of community resources

❑ Warm handoff to referrals

❑ Relationships with employment and income partners

Support Map for _____

Family

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Friends

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Strengths: _____
_____
_____
May need support with _____
_____
_____

Community Assistance Programs

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Other Community Resources

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Name: _____
Contact Info:_____
Type of help:_____
_____

Activity

How are we doing on rapid re-housing case management?

Keep in mind

☐ Are your policies and procedures rapid re-housing focused?

☐ Have they been revised to implement rapid re-housing?

☐ Do they reflect a Housing First philosophy?

☐ Are they clear and objective?

☐ Do they help ensure every household quickly returns to housing?

☐ What do you need to add, change, clarify or delete?

Data and Performance Measurement

National Alliance to
END HOMELESSNESS

Data and Performance Measurement

- Are we measuring the right stuff?
- Do we measure often enough to tell the story?
- What do we need to change to get the right data?

Rapid Re-Housing is a Housing First Intervention

- You should be able to meet these bench marks and serve high barrier households, if you're serving low barrier households, you should exceed these benchmarks.

Key Measurements

- Length of Stay
- Exits to permanent housing
- Returns to homelessness

Length of Stay

❑ Households exit to permanent housing in an average of 30 days from entry into rapid re-housing program

Exits to Permanent Housing

❑ 80% of households are in permanent housing when they are exit rapid re-housing

National Alliance to End Homelessness

ENDHOMELESSNESS.ORG

Rapid Re-Housing Checklist

Returns to Homelessness

❑ 85% of households who exit rapid re-housing to permanent housing do not become homeless again within a year

Data and Performance Measurement

National Alliance to End Homelessness

Discuss

- Where are you now?

- What do you need to do to get better?

- What do you need to do to shorten your length of stay

- How can you move more households into permanent housing quickly?

Referrals and Ramping Up

- How may people have you served?
- What are your referral sources?
- What community partners can we leverage?

Action Planning

Time	Step Needed	Who is responsible
Next 30 days		
Next 60 days		
Next 90 Days		

Closure

National Alliance to
END HOMELESSNESS

Discuss

- What are the three key changes most critical to improving rapid re-housing

Rapid Re-Housing Checklist

Next Steps

- "Aha" Moments
- One thing you will do next week